STATE OF MONTANA
DEPARTMENT OF REVENUE
JOB PROFILE

Working Title
Computer Systems Analyst I

Job Code Title
Computer Programmer

Pay Band
05

Job Code Number
151215

Information Technology and Processing Division
Information and Technology Services Bureau
Applications Services Unit

Fair Labor Standards Act
Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Information Technology and Processing Division serves as the operational foundation for the department's business units. Through secure, up-to-date computing and processing environments the division's Information and Technology Services Bureau (IT) and Processing and Retention Operations Bureau (PRO) contribute to the department's overall efficiency in document and payment processing while ensuring confidentiality, integrity, and availability of taxpayer data, whether in paper or electronic form. In providing these services, the division enables the department to meet its business objectives and facilitates its mission to serve the citizens of Montana. The division also includes the Administrative Team. The Information and Technology Services Bureau provides application development and support services for all revenue information systems including network services to approximately 650 users from a central office in Helena and to 60 locations in the state's 56 counties. Depending on need, services are provided either with a site visit or using remote-access technologies. The IT Bureau includes the Network Services Unit and the Applications Services Unit.

Job Responsibilities
The Computer Systems Analyst I uses or adapts current programming methods to program, test, and debug application changes or enhancements; ensures systems operate properly and users are able to access system functions. The incumbent also provides training and user technical support. The position reports to the Applications Services Unit Manager and does not supervise other agency personnel.

- **Programming 70%**
    1. Obtains input and feedback from department personnel to determine application needs. Consults with managerial and technical personnel to clarify program intent; discusses programming methods required; and proposes solutions including platforms, languages, interfaces, tools, and methods. Suggests the adoption of new environments if applicable.
    2. Modifies and develops applications to meet a variety of department needs. This includes writing, updating, and testing computer programs based on application needs identified by users. Develops and maintains code for customized programs within established timeframes.
    3. Tests programs and code modifications to evaluate programs and user satisfaction. Identifies critical test points and designs test procedures. Identifies and corrects the source(s) of errors discovered during the testing process.
    4. Conducts trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct.

5. Maintains functional and technical documentation. Compiles and writes documentation of program development and subsequent revisions. Inserts comments in the coded instructions so others can understand the program.
6. Revises, repairs, or expands existing computer programs to increase operating efficiency or adapt to new requirements. Evaluates the interdependencies between the program to be modified and existing programs, database interfaces, re-usable code modules, department business practices, and user interactions.
7. Creates workflow charts and other relevant diagrams to detail program flow, logic, input and output requirements, and interfaces.

- **Support 25%**
    1. Provides application support during non-business hours or on-call support as needed. Responds to technical problems. Troubleshoots and isolates problems. Prioritizes user support based on the significance of the application, available options to keep the system functioning, and impact on related systems.
    2. Identifies potential threats to department computing systems and brings them to the attention of the Computer Security Specialist.
    3. Writes or contributes to instructions or manuals. Provides accurate and complete information and data related to user training, technical programming, and system specifications.
    4. Identifies potential programming issues and solutions that may include IT practices, procedures, and approaches to customer service.

- **Other Duties 5%**
    1. Performs a variety of other duties as assigned by the supervisor.

Job Requirements

To perform successfully as a computer system analyst, the incumbents must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. The work requires skill in reading, interpreting, and applying technical manuals; operating various office software applications (word processing, spreadsheet, presentation, database applications, and platforms); and translating technical information to varied audiences. Skills in multi-tasking; paying attention to details and accuracy; organizing multiple tasks within short and inflexible timelines; effectively interpreting policies and procedures in a wide variety of project areas; using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; conflict resolution; and following written and oral directions are also required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

The position requires knowledge of the principles and practices of computer science; functional applications; proprietary languages; information systems enhancement and maintenance; systems analysis, design, testing, and documentation techniques and procedures; customer service standards; data management products; and data structures and interrelationships. The position also requires knowledge of department and information technology business processes and procedures; programming languages used by the department; and hardware, software, and applications used by department personnel.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a bachelor's degree in computer science, programming, or closely related field. No prior work experience is required.
    - Other combinations of education and experience will be evaluated on an individual basis. For example, an associate's degree in computer science or computer information systems or a bachelor's degree in a field unrelated to computer science plus two years of computer programming experience. Five years of computer programming experience without a degree may substitute for the above requirements. Programming experience includes writing code, testing, debugging, and documenting programs.

Department Core Values

- Respect: As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- Integrity: Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- Productivity: Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- Teamwork: Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. Work hours may exceed 40 hours per week from time to time. This position requires considerable computer and keyboard use and being seated for extended periods of time. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.

- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.
        Signature: Margaret Kauska, Division Administrator   Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.
        Signature: JeanAnn Scheuer, Human Resources Director   Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____   Date: _____

Name (print): _____